



You deserve the best

**Worldwide Movers**



## **COMMUNICATION TO CLIENT – OUR DATA PRIVACY POLICY**

Faced with the development of new communication tools, and the upsurge of "identity theft," it is necessary to pay special attention to the protection of Data privacy. Therefore, every Manager of AGS branch undertakes to respect the confidentiality of your personal information that we collect in the unique and limited purpose to provide you the service you are willing us to carry on (National or international removal).

### **A. Personal Information Collection**

We collect the following information:

- Useful Documents to import
- Useful Documents for export

The personal information is collected via secure computer communications (professional email only) + documents sent via recognized international companies + original documents provided by you directly to our office.

### **B. Dissemination of information:**

Your personal information is collected and transmitted to the following entities:

- AGREED FREIGHT FORWARDERS FOR CUSTOMS PROCESS
- DIRECTION OF CUSTOMS LEGISLATION
- CUSTOMS DIRECTORATE
- COLLECTOR OF CUSTOMS
- CUSTOMS
- COMPETENT MINISTRIES FOR THE EXPORTS PROTECTED
- SHIPPING AND AIR COMPANIES
- INSURANCE COMPANY

Our partners in the supply chain are carefully selected from those who adhere to our privacy policy and monitored.

### **C. Use of Information:**

We use the information thus collected for the following purposes:

- OBTAINING THE CUSTOMS DUTY (IMPORT)
- OBTAINING AUTHORIZATION TO EXPORT MINISTERIAL (export)
- OPERATIONS CUSTOMS INPUT AND OUTPUT PORT OR AIRPORT
- TO OBTAIN A INSURANCE COVER

We are committed to use the information only for the purposes defined above. The law requires us to keep this information for a period of 10 years. Beyond these 10 years, we will proceed with the destruction of such information.

#### **D. Access to your information**

We are committed to providing you the right to access and update your personal data.

The exercise of this right will have to be made in writing to every respective AGS branch.

#### **E. Security**

The personal information we collect is kept in a secure environment. People working for us are held by the respect for the confidentiality of your personal information. To ensure the security of your private information, we use the following measures:

- Access Management - authorized person (security company / alarm / camera)
- Access management - only to authorized personnel - everyone outside the company is systematically accompanied by an employee.
- Network Monitoring Software
- Backup and data encryptions
- Anti-virus
- Restricted access to information following user rights by ID / password
- Firewall (Firewalls)
- Secure data server and restricted access
- Documents stored current paper and protected
- Regular Integrity test of our network protection means
- Encryption of computer communications to our partners
- Storage of old physical records in a secure records storage facility

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your personal data as your transactions.

However, as no mechanism offers 100% security, some risks are always present when using the Internet to provide personal information, including on non-secure email (unencrypted) communications.

#### **F. Legislation & Consent**

We are committed to comply with the laws on the protection of individuals and their personal data.

Approval of our quote would lead to implicit consent of above personal data usage conditions.

**Branch Manager : ANTONIO GONZALEZ**

**Branch : MADRID**

**Date : 14/05/2021**

**Signature :**



**Quality Department Group**

**2021**



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